

MENTAL HEALTH CENTER
Minutes of the Board of Directors' Meeting
Friday, August 26, 2016

The regular meeting of the Governing Board of Directors of the Mental Health Center was called to order at 11:00 a.m. at the Billings Mental Health Center Administration Building, 2501 4th Ave. N., by Carl Seilstad (Fergus County). Other Board members present were: Bill Kennedy (Member at Large), George Real Bird (Big Horn County), John Grewell (Carbon County), Jim Moore (Judith Basin County), Bryan Adolph (Musselshell County), Chris King (Petroleum County), Susan Mosness (Sweet Grass County), and Tom Bennett (Wheatland County). Board members absent: Jo Shipman (Member at Large), Bob Lehfeldt (Golden Valley County), Gerald Dell (Stillwater County), Dee Holley (Member at Large), Dr. Carla Cobb (Member at Large), and Jani McCall (Member at Large). Staff members present were: Barb Mettler Executive Director, Carl Eby, Associate Director; Jennifer Donovan, Human Resource Director; Alisha Belmontez Finance Director; and Kittie Hicks-Strong, Support Team Coordinator.

The meeting was called to order at 11:00 a.m. by Carl Seilstad.

The agenda for the August 26, 2016 meeting was approved unanimously, Tom Bennett moved; Chris King seconded.

The Minutes for the July 22, 2016 meeting were approved unanimously. John Grewell moved; Chris King seconded.

Executive Director's Report: Barb reported that she had met with Billings Clinic to discuss how we could work together. PACT team was discussed at this meeting – specifically the logistics of PACT working out of Billings Clinic Emergency Room. Barb felt a working relationship with Billings Clinic would be beneficial to client continuity of care. A tour of the Mental Health facilities has been set up with Billings Clinic for Tues. 9/6. *Barb received an email from Jim Felton, Riverstone Health to set up a meeting with leadership and the Board chair to discuss a working relationship. Bill Kennedy volunteered to attend that meeting with Barb. *The jail contract was discussed. Currently a company based out of Missoula has contracted with the jail. *The financials for July are not good. Barb met with departments and stressed how important documenting services and productivity are. *The medical department is behind on transcription. Until the notes are transcribed we are not able to bill for services. We will begin using voice recognition equipment in the medical department at the end of September. Alisha feels the program, NetSmart, is a very good program. If the program works well in the medical department we may expand and buy more microphones to use in other departments. *We have contracted with Entre for IT support. They have been very good to work with. *Terry at School District 2 is interested in meeting to discuss potential referrals.

Finance Director's Report: Alisha reported that the auditors were here and everything looked so good they were able to leave early. July was a tough month. We had a lot of staff off for vacation and the Chemical Dependency department lost three staff in July. The medical department will look better once we get transcription caught up. The Chemical Dependency department billed \$13,000 and we were paid \$2,000. This is due to the Medicaid HELP program. The claims for the HELP program were processed at a very low rate which was not the correct rate for the Mental Health Center. We will be able to go back to January 1, 2016 and have our claims reprocessed at a higher rate which will help the Chemical Dependency program. 75% - 80% of our clients are on Medicaid. When the medical transcription is caught up and leveled off we will be able to see more realistic numbers for our financials. Our cash flow has become more stabilized. Meeting with departments and emphasizing productivity and documenting all services has helped. Carl Seilstad asked how the incentive plan is working. It is working very well in the Targeted Case Manager department. We plan to begin an incentive plan in our Outpatient department in October. We intend to expand the incentive plan to Case Managers in other departments as well as the Chemical Dependency program in the future. Barb reported that we had a SURS audit and there were errors found. We may need to pay back some money based on the errors and mistakes. She met with staff and reiterated the importance of documentation and what services are billable. Jennifer Donovan stated that our clinical records are audited every year by the State Auditor, Beal Mossman and he has never indicated any concerns with our notes so the errors found in the SURS audit were surprising. Quality Assurance was discussed. Barb stated the importance of quality assurance. Alisha reported that the financial auditors may be at our November meeting to give us a report on their audit. Alisha will discuss modifying our Accounting Policy regarding the Capitalization of Assets to reflect a minimum capitalization threshold of \$3,000 at the next finance meeting.

Human Resources Director's Report: Jennifer passed out information on the loan repayment program and how we serve each county. The report shows how many clients and how often the clients were seen at each location. Our client numbers were low last year and we are working at increasing those numbers to be eligible for more loan repayment. Discussion was held on the client numbers and loan repayment program. Results of the recent employee survey were passed out. 40% of the employees took the survey – 48 employees. Unfortunately, the same day the survey was emailed to employees a virus was accidentally downloaded and a lot of employees thought the survey was a virus. Discussion was held on survey results. It was clear from the survey that employees do not feel that there is good cooperation among departments. Jennifer will send the survey results to Mental Health Center staff. It was felt we should do a survey yearly. Productivity was discussed. John Grewell wondered if key employees could visit a mental health facility that is doing very well to get ideas on how to improve the Mental Health Center.

Continuing and New Business:

Motion: To amend the By-laws to add an additional “At-Large” Board member. Chris King moved; Bryan Adolph seconded. Discussion was held on the motion. Eight board members voted to approve the motion and one board member opposed. The Motion passed.

Motion: To add Bill Kennedy as a “Member at Large” Board member. John Grewell moved; Chris King seconded. The motion passed unanimously.

Development Committee: Jim Moore reported that the Newsletter was sent out.

Personnel Committee: The Personnel committee will plan to meet after the strategic planning retreat.

Strategic Planning: The strategic planning retreat is scheduled for Thurs. 10/27 from 12:00 p.m. – 5:00 p.m. and Friday 10/28 from 8:00 a.m. – 12:00 p.m. We will discuss the details at our next board meeting.

Finance Committee: A meeting with Riverstone Health is being planned. Barb also reported planning another meeting with Billings Clinic. Susan Mosness will attend that meeting with Barb. It was decided not to hire a grant writer until we receive the County money.

Advisory Board: Barb reported that the Roundup Mayor attends the Advisory Board meeting regularly and is very happy our office is open 4 days a week.

Barb also reported on the Carbon County meeting. Due to the recent suicide they will be educated on the “Question-Persuade-Refer” process.

ESAA: Congress approved meeting in May. Currently they are looking for additional Board members. Being a board member would involve one phone call per month. If you are interested please let Barb Mettler know.

Set next meeting date: The next meeting will be Friday, October 7, 2016 at 11:00 a.m. The Finance Committee will meet at 10:00 a.m.

Adjournment: There being no further business, Carl Seilstad, Board Chair, adjourned the Governing Board meeting at 12:45 p.m.

Submitted by:

Kitti Hicks-Strong, Clinical Support Coordinator

Jo Shipman, Governing Board Secretary

